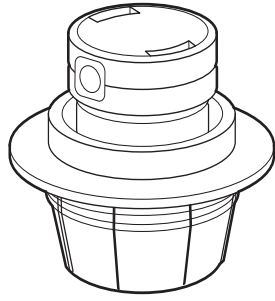


OWNER'S MANUAL



 **PolarisCaretaker<sup>®</sup>**

---

IMPORTANT INFORMATION

SERIAL NUMBER

## For customer service or support:

- Please mail Warranty Card immediately.
- For on-line support: [www.polarispool.com](http://www.polarispool.com)
- To contact Polaris: **US and Canada**  
Customer Service  
2620 Commerce Way  
Vista, CA 92081-8438  
1-800-822-7933

### Polaris Caretaker® Limited Warranty

Polaris offers your pool builder options regarding the warranty of our various systems and products. While optional, most builders offer the lifetime warranty on cleaning heads and the 99% cleaning guarantee. The warranties are explained in the certificates issued for the various systems. Check with your builder if you have any questions regarding applicable warranties.

Polaris does not cover labor required to replace the defective parts or shipping charges that may be necessary to replace the product or product components covered by this warranty.

All stated warranties extend to the original pool owner only, and are not enforceable by any other party.

Polaris shall not be responsible for product discoloration, cartage, removal or reinstallation labor, or any other such incidental or consequential damages or costs incurred in obtaining warranty replacements.

Some states do not allow a limitation on how long an implied warranty lasts, or the exclusion of and/ or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The registration card **MUST** be mailed to Polaris within 30 days of pool start-up.

To obtain warranty replacements or repair, call Polaris Customer Service at 1-800-822-7933. If it is determined that the valve or components are defective, Polaris will replace the respective valve or components.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

#### Cleaning Heads (Lifetime Limited Warranty)

Polaris warrants that all Caretaker cleaning heads bodies will be free of defects for as long as the original pool owner owns the pool.

#### Cleaning Heads (Standard Warranty)

The standard warranty on cleaning head bodies is a five year, pro-rated warranty. Replacement costs are determined by the manufacturing date and the published pro-rate costs listed to the right here.

#### Caretaker Water Valve Warranty

Screens and O-rings are limited to a one year warranty.

Since June of 1993, all Caretaker Valves sold with a Caretaker 99 System, include a lifetime limited warranty to the original pool owner. This warranty covers all components of the water valve for manufacturing defects or product failure. In the event of a failure, Polaris will provide a rebuilding kit for rebuilding the valve.

From Date of Manufacture	Cleaning Head Replacement Cost
0-18 Months	\$0
18-24 Months	\$5.00
2-3 Years	\$10.00
3-4 Years	\$15.00
4-5 Years	\$20.00
**All monetary amounts are in U.S. Dollars.	

All cleaning warranties are issued via a certificate when a certified design of the system is done by Polaris. If you do not have a certificate, you will receive the standard product warranty only.

#### UltraFlex Limited Warranty

Polaris warrants the UltraFlex 8-port water valve housing against defects in material and workmanship for lifetime limited to the original pool owner.

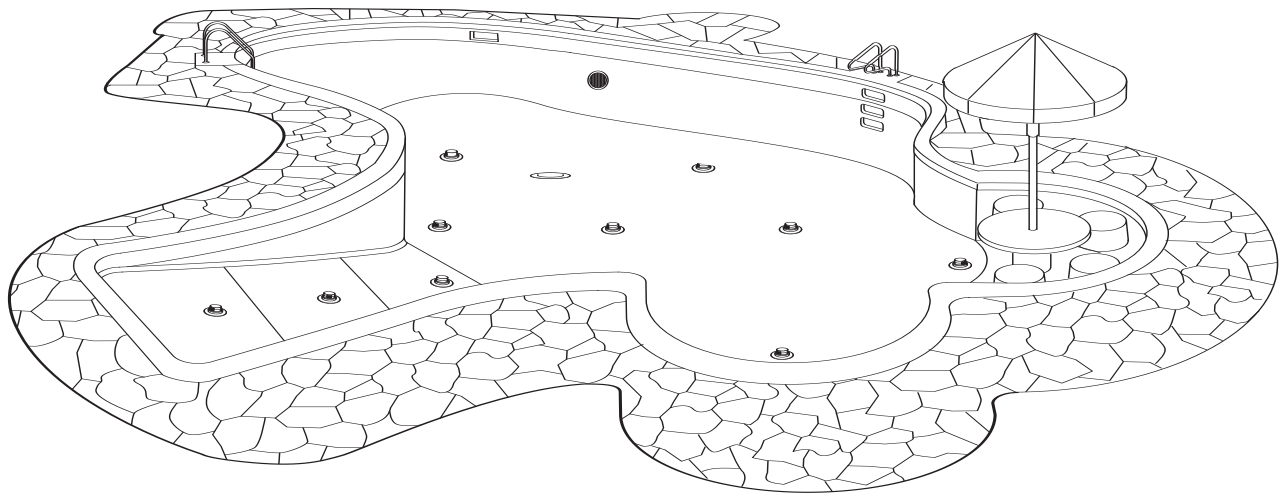
The UltraFlex o-rings are warranted for one year from the date of pool start up.

The electronics, including circuit boards and motor, is warranted for 24 months from the manufacturing date of the components.

# Introduction

Congratulations on the purchase of a new pool or spa equipped with a Polaris Caretaker in-floor system, and thank you for buying Polaris. The in-floor system provides the most advanced technology available in the swimming pool industry today. It is engineered to reduce the daily cost of operating a pool through controlled energy and chemical use.

The system is a custom-designed water management and cleaning system that uses the pressure of clean water to systematically circulate chemicals and heat to create a cost-effective, balanced, and healthier pool environment. Floors, steps, swimouts, benches and difficult to reach areas are cleaned by the inconspicuous rotating pop-up heads that either move debris into the main drain or into suspension where it is removed by the skimmer.



## Operation and Daily Use

Depending on which system you purchased, your pool is now equipped with either a hydro-powered 5-port water valve or an electronic, programmable 8-port UltraFlex® water valve, that channels the water through the system.

One bank, or group of heads, comes up at a time, rotates to a new position, and disperses a high-pressure stream of filtered water for a short period of time. The valve then automatically cycles to another bank of heads and continues to cycle as long as the pump is on and the system is activated. Between cycles, the heads that are not in use will return flush with the pool floor. When the system completes a full cycle, all the heads return flush with the pool floor.

The actual **run time** required to keep your pool or spa clean varies according to your environmental conditions (i.e. wind, rain, dust or landscaping, etc.). To determine the proper time, start by running the pool 24 hours per day. Reduce the run time by two hours every two days until the pool ceases to be as clean as preferred. **Six hours per day is our recommended minimum run time.**

The cleaning heads are designed to operate at a pre-determined gallonage and desired operating pressure. It is important that all water is directed through the cleaning heads. Items such as aerators, fountains, therapies, elevated spillways, waterfalls, or auxiliary lines must be closed during system operation to achieve maximum efficiency.

## Checking the Equipment

The 5-port water valve is equipped with a service indicator gauge on the top of the housing. The gauge for the 8-port valve is on the plumbing line feeding the valve.

The operating pressure will vary depending on various factors such as the pump size, number of cleaning heads on a line, and what other auxiliary pool equipment is installed. In general, the normal operating pressure is between 14-20 PSI.

Service Indicator Gauge



## 5-Port Valve

To maximize performance of the valve:

- Verify that all auxiliary valves are closed.
- Keep screens in the skimmers and pump, and the valve dome strainer clean.
- Backwash the filter (recharge if a DE filter) as needed.

## 8-port UltraFlex Valve

The UltraFlex valve has advanced timer control capabilities. The valve is operated by an electronic controller with six different timing positions.

### Timing Modes

This allows adjusting the run time from one zone or port to another.

Position one	15 seconds
Position two	30 seconds
Position three	45 seconds
Position four	60 seconds
Position five	Pause mode
Position six	Programmable mode

Using **longer dwell times** increases the time the valve operates in one zone, increasing the cleaning distance in that area.

Selecting **shorter dwell times** allows faster operation of the valve and speeds up rotations in operation.

**Pause mode** stops the valve on one port for swimming or servicing of a desired zone.

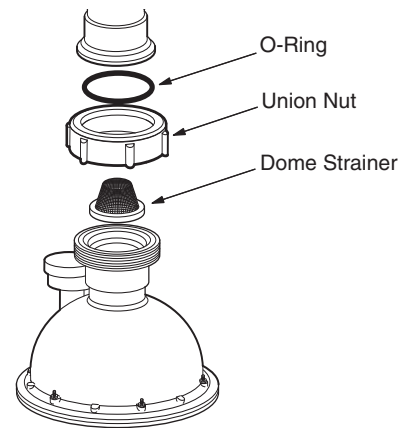
If set in **Programmable mode**, the valve can be manually adjusted to even shorter, 3 to 15 seconds, run times.

# Routine Maintenance

## Cleaning the Filtration System

The Caretaker System is a fully automatic circulation and cleaning system; however, it does not eliminate the need for normal pool maintenance. Strainer baskets and the filter must be kept clean in order to allow maximum water flow to the in-floor system. In addition, the 5-port valve has a dome strainer that must be cleaned periodically. The 8-port UltraFlex valve has no strainer.

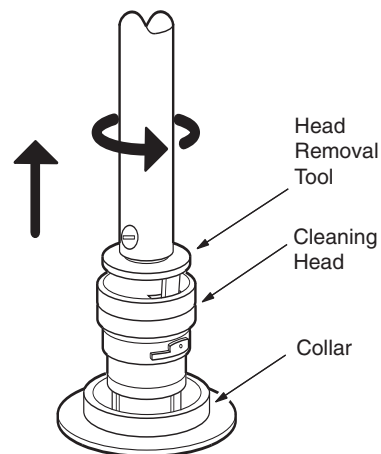
1. Unscrew union nut from valve.
2. Remove and clean dome strainer.
3. Reinstall the dome strainer in the CONE-UP position, align the o-ring and hand tighten the union nut.



## Changing Cleaning Heads

If you returned the warranty card, you received a FREE cleaning head and head removal tool. In the unlikely event that one of the cleaning heads malfunctions and troubleshooting does not restore it, simply remove the head and reinstall a new replacement head.

1. Attach head removal tool to pool pole.
2. Snap tool into cleaning head.
3. While in DOWN position, rotate the cleaning head counter-clockwise to remove it from the collar.
4. Tilt tool back to remove head easily.
5. Replace head on tool, and turn clockwise to reinstall into collar and lock it into position.
6. Lift straight up to release head.



## Winterizing

As with most pool equipment, if the swimming pool is located in a climate where freezing weather is possible, winterization of the Caretaker system is necessary in order to protect the equipment. Special winterization precautions are required, so please contact your pool professional.

# Troubleshooting

If the Polaris Caretaker cleaning system displays the following actions, adjustments may be necessary to restore performance. Refer to exploded parts diagram for part references.

**Action: Dirty spots appear.**

- Solution:
1. Clean the pool filter, pump basket, skimmer baskets, and dome strainer (5-port valve only).
  2. Ensure all auxiliary valves (surface returns, waterfall, spa overflow, etc.) are closed.

**Action: Dirt is left between heads.**

- Solution:
1. Verify that the heads on each side of dirt are pointed in the same direction. Advance a head, if necessary, using the head removal tool to ratchet the head up and down until nozzle points in the correct direction.
  2. Increase the cleaning time. If using the UltraFlex valve, increase run-time to 60 seconds.

**Action: Cleaning head advances, but is not cleaning.**

- Solution:
1. Check for debris lodged in the nozzle.
  2. Remove the head from the collar. Run the pump for two full cycles. Recheck for particles in the cleaning head nozzle and re-insert the cleaning head.

**Action: Cleaning head will not pop up.**

- Solution:
1. Remove the head. Inspect the cleaning head and collar for plaster remnants or debris.

**Action: Cleaning head does not go down.**

1. With system running and cleaning head in the upright position, lightly depress head, using telescoping pool pole.
2. If necessary, remove cleaning head (head must be in the down position to remove) from collar and inspect for any binding particles.

**Action: Pressure is lower than normal.**

- Solution:
1. Clean the pool filter, pump basket, skimmer baskets, and dome strainer (5-port valve only). Backwash filter if necessary.
  2. Ensure all auxiliary valves (surface returns, waterfall, spa overflow, etc.) are closed.
  3. Confirm that the pool pump is operating normally.
  4. Check for leaking or worn o-rings. Replace if necessary.

**Action: The 5-port valve does not cycle.**

- Solution:
1. Clean the filter, pump basket, skimmer, and valve dome strainer. Backwash filter.
  2. Make sure all auxiliary valves (surface returns, waterfall, spa overflow, etc.) are closed.
  3. Turn pump on and off several times to clear the system.
  4. Remove valve, turn it upside down, and spray pressurized water up into the valve.

**Action: The 8-port valve does not cycle.**

- Solution:
1. Make sure all auxiliary valves (surface returns, waterfall, spa overflow, etc.) are closed.
  2. Verify that the valve is not in pause mode.
  3. Make sure the GFI is not tripped and check the main power source connections.
  4. Check for secure wiring connections at the controller, pressure switch and valve.
  5. If the red LED is on but the valve is not rotating, check under the top plate for restrictions like debris or a damaged o-ring.

**Action: The 8-port valve does not pause at an outlet port.**

1. Verify that valve cover is properly in place.
2. Sensor could be defective or damaged, replace. (Order part #3-7-6)

**Action: The 8-port valve is leaking.**

1. Check for debris underneath the top plate or around the face seal o-ring and clean if necessary.
2. Verify that top plate is tight. Retighten or replace o-ring if necessary.
3. Shaft seal is leaking, replace.

### Troubleshooting Worksheet

If these solutions do not result in improved performance, contact the builder who sold you the in-floor system or call Polaris Customer Service 1-800-822-7933.

For faster and more convenient service, please have the following information available at the time of your call.

1. **Serial #:** \_\_\_\_\_
2.  **8-port**       **5-port water valve**
3. **Do all the cleaning heads pop up?**  
 Yes       No
4. **Do all the cleaning heads go down?**  
 Yes       No
5. **Are all the heads advancing?**  
 Yes       No
6. **Does the valve skip a group of heads?**  
 Yes       No
7. **Is each nozzle dispersing water?**  
 Yes       No
8. **Have you backwashed the filter and checked the pump baskets and screens?**  
 Yes       No
9. **How often do you clean the filter screen inside the 5-port valve?**  
 Never                       Once a Week  
 Twice a Week               Once a Month



**Your pool. Our reputation.**

2620 Commerce Way, Vista, CA 92081-8438 • 760-599-9600 • 1-800-822-7933

[www.polarispool.com](http://www.polarispool.com)